



Results from November 14 – April 2015 sleep study patient Survey

Total number of Surveys sent = 50. Total number returned = 9

Returned percentage 18%

	Question	Number of responses in each category					Percentage Agree/strongly agree
		Strongly Disagree	Disagree	Neutral/NA	Agree	Strongly Agree	
1	Overall the facilities were of good quality?	0	0	0	7	2	100%
2	Were your surroundings comfortable (beds, room temperature etc)?	0	0	0	8	1	100%
3	Did the technician who performed the study seem courteous and polite?	0	0	0	4	5	100%
4	Did the technician who performed the study seem knowledgeable?	0	0	0	5	4	100%
5	Were all your questions about the procedure answered?	0	0	1	6	2	89%
6	Did you consider your booking process easy and convenient?	1	0	0	5	3	89%
7	Was your study booked ion a reasonable time frame?	1	0	0	5	3	89%
8	Did the sleep study information Leaflet answer all your questions?	0	0	3	4	2	67%
9	Would you recommend our Sleep Lab to family or friends who might suffer from a sleep disorder	1			6	2	89%
10	Were you happy with the follow up arrangements	1		1	6	1	78 %



Comments/feedback

- One patient expressed concerns that they were not offered facilities such as towels and breakfast – although they were aware that the facilities were available.

NTMS RESPONSE

' Our patient information leaflet outlines the facilities available at NTMS. Our sleep technicians have been made aware of this issue and will endeavour to offer the facilities to each patient.'

- One patient felt that the administration staff were not welcoming or professional either on the telephone or in person.

NTMS RESPONSE

' All our staff are trained to be polite courteous and professional. No other complaints have been made in regard to the issue in the past. This feedback has been given to the administration staff so all aspects of our service can be improved. Regular clinic surveys will also take please to monitor this.'

Improvements made following the Survey

- All patients are offered follow up with a Sleep & Respiratory Specialist following the sleep study report. A letter is sent to the referring Doctor with a copy of the report outlining the patients choice regarding follow up.
- Sleep study information leaflet to be reviewed with patient input.